



HELP GUIDE

2FA - Blocked Number

Software updates to your iPhone/iPad or android phone can sometimes result in the PEMS 2FA code being blocked and sent directly to the **Spam folder**.

The following instructions cover how to review your spam folder and **unblock** messages from **Finance**.

For iPhone (iOS):

1. Open the Messages App. Tap '**Filters**' in the top-left corner. In the **Spam folder** check if any messages from Finance.
2. Alternatively, go to **Settings, Apps, Messages**, Tap **Blocked Contacts**.
3. Tap **Edit**, then tap the red minus (-) button to unblock the number.

For Android:

1. Open the Messages App. Tap your profile photo or the three-dot menu icon in the top right corner.
2. Go to Settings and select '**Spam & blocked**' or '**Block numbers and spam**' to view blocked messages.
3. If messages from "Finance" appear, select Edit and unblock the number.

Last updated: May 2026

For further information or support

Contact the MaPS Help Desk for enquiries regarding Office Expenses or HR Payroll.



02 6215 3333



mpshelp@finance.gov.au



maps.finance.gov.au